

PATENT

MS303530.1

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being faxed to 703-746-9195 on the date shown below to Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: 10-15-03

  
Himanshu S. Amin

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re patent application of:

Applicant(s): Eric J. Horvitz, et al.

Examiner: Unknown

Serial No: 10/610,486

Art Unit: 2643

Filing Date: June 30, 2003

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

**REQUEST FOR CORRECTED FILING RECEIPT**

Dear Sir:

Attached is a copy of the official filing receipt received from the PTO in the above application for which issuance of a corrected filing receipt is respectfully requested. There is an error with respect to the following data, which is incorrectly entered:

The corrected data should be:

**Filing Date: June 30, 2003**

Attached is a copy of a postcard receipt notifying the filing date of June 30, 2003, with a date-in stamp.

10/610,486

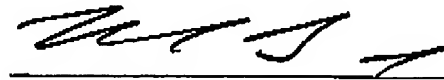
MS303530.1

The correction is not due to any error by applicant and no fee is believed to be due.

In the event any fees are due in connection with this document, the Commissioner is authorized to charge those fees to Deposit Account No. 50-1063.

Respectfully submitted,

AMIN & TUROCY, LLP



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## UNITED STATES PATENT AND TRADEMARK OFFICE

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APPL NO.	FILING OR 371 (c) DATE	ART UNIT	FILE FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLMS	IND CLMS
10/610,486	07/01/2003	2643	1056	MS303530.1 / MSFTP471US	10	37	3

CONFIRMATION NO. 5347

27195  
 AMIN & TUROCY, LLP  
 24TH FLOOR, NATIONAL CITY CENTER  
 1900 EAST NINTH STREET  
 CLEVELAND, OH 44114

## FILING RECEIPT



\*OC000000010944884\*

Date Mailed: 09/30/2003

Receipt is acknowledged of this regular Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

## Applicant(s)

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 Timothy S. Paek, Issaquah, WA;

Domestic Priority data as claimed by applicant

Foreign Applications

If Required, Foreign Filing License Granted: 09/29/2003

Projected Publication Date: 01/06/2005

Non-Publication Request: No

Early Publication Request: No

## Title

Ideal transfer of call handling from automated systems to human operators based on forecasts of automation efficacy and operator load

Preliminary Class

379

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Title 35, United States Code, Section 184  
Title 37, Code of Federal Regulations, 5.11 & 5.15**

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Applicant(s) Eric J. Horvitz, et al. Docket No. MS303530.1 / MSFTP471US  
Serial No. \_\_\_\_\_ Filing Date Herewith Atty(s) HSA  
Title IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED...  
Mailed 6-30-03 Due Date \_\_\_\_\_ Exp. Mail No. EV330020951US

- ☒ Patent Application (☒ New ☐ CON ☐ DIV ☐ CIP ☐ CPA ☐ PCT ☐ Provisional)  
☒ Transmittal/Request ☒ Declaration/POA ☐ Issue Fee Transmittal  
27 Pages of Specification ☒ Assgn. & Cover Sheet ☐ Main. Fee Transmittal  
10 Sheets of Drawings ☐ Small Entity Statement ☐ Ltr. Off. Draftsman  
☒ Formal ☐ Informal ☐ IDS/1449/Refs. ☐ Notice of Appeal  
1 Pages of Abstract ☐ Priority Documents ☐ Appeal Brief  
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☐ Transmittal ☐ Ext. of Time  
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☐ Specimens ☐ St. of Use

Other: \_\_\_\_\_

RECEIPT ACKNOWLEDGED

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17410 U.S. PTO  
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